



# Intro to Consumer Services

**Jeana Thomas**

Property & Casualty Manager

**Jessica Schrimpf**

L&H Consumer Complaint Specialist

2014



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# Consumer Affairs Division

Toll-free Consumer Hotline

800-726-7390

- Receives complaints and inquiries concerning insurance companies, their agents and other licensees
- Investigates complaints for compliance with insurance laws and policy provisions
- Mediates complaints between consumer and insurer
- Provides insurance education to Missouri consumers
- On-site assistance during times of disaster and need



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# Orrick Outreach



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# Outreach - Life & Health



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# Consumer Services Team

**Carrie Couch**  
Acting Director

**Carol Harden – Consumer Services**  
Life & Health, Insurance Manager

**Jeana Thomas – Consumer Services**  
Property & Casualty, Insurance Manager

**Melinda Rademan**  
Consumer Complaint  
Specialist III

**Jessica Schrimpf**  
Consumer Complaint  
Specialist III

**Charlotte Onstott**  
Consumer Complaint  
Specialist II

**Kathleen Thomas**  
Consumer Complaint  
Specialist II

**Sheila Backer**  
Consumer Complaint  
Specialist II

**Shelly Stephenson**  
Consumer Complaint  
Specialist II

**Kim Sullens**  
Consumer Services  
Specialist II

**Kevin Davidson**  
Consumer Complaint  
Specialist II

**Jakki Washington**  
Consumer Complaint  
Specialist I

**Ashley Logan**  
Consumer Complaint  
Specialist I

**Jaime Elder**  
Consumer Complaint  
Specialist I

**Charlotte Gregg**  
Senior Office Support  
Assistant-K

**Nelson Otto**  
Senior Office Support  
Assistant-K

**Karen Rimel**  
Consumer Complaint  
Specialist III

**Kimberly Waller**  
Consumer Complaint  
Specialist II

**Nathan Kempf**  
Consumer Complaint  
Specialist II

**Cristin Badolato**  
Consumer Services  
Specialist I

**Jill Dickneite**  
Consumer Complaint  
Specialist I

**Robyn Allen**  
Consumer Complaint  
Specialist I

**Judy Heckman**  
Senior Office Support  
Assistant-K

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# Agent Investigations Team



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# Consumer Contacts - 2014

Complaints: 3,314

Phone calls: 20,732

Written inquiries: 7,186

Total contacts: 31,232

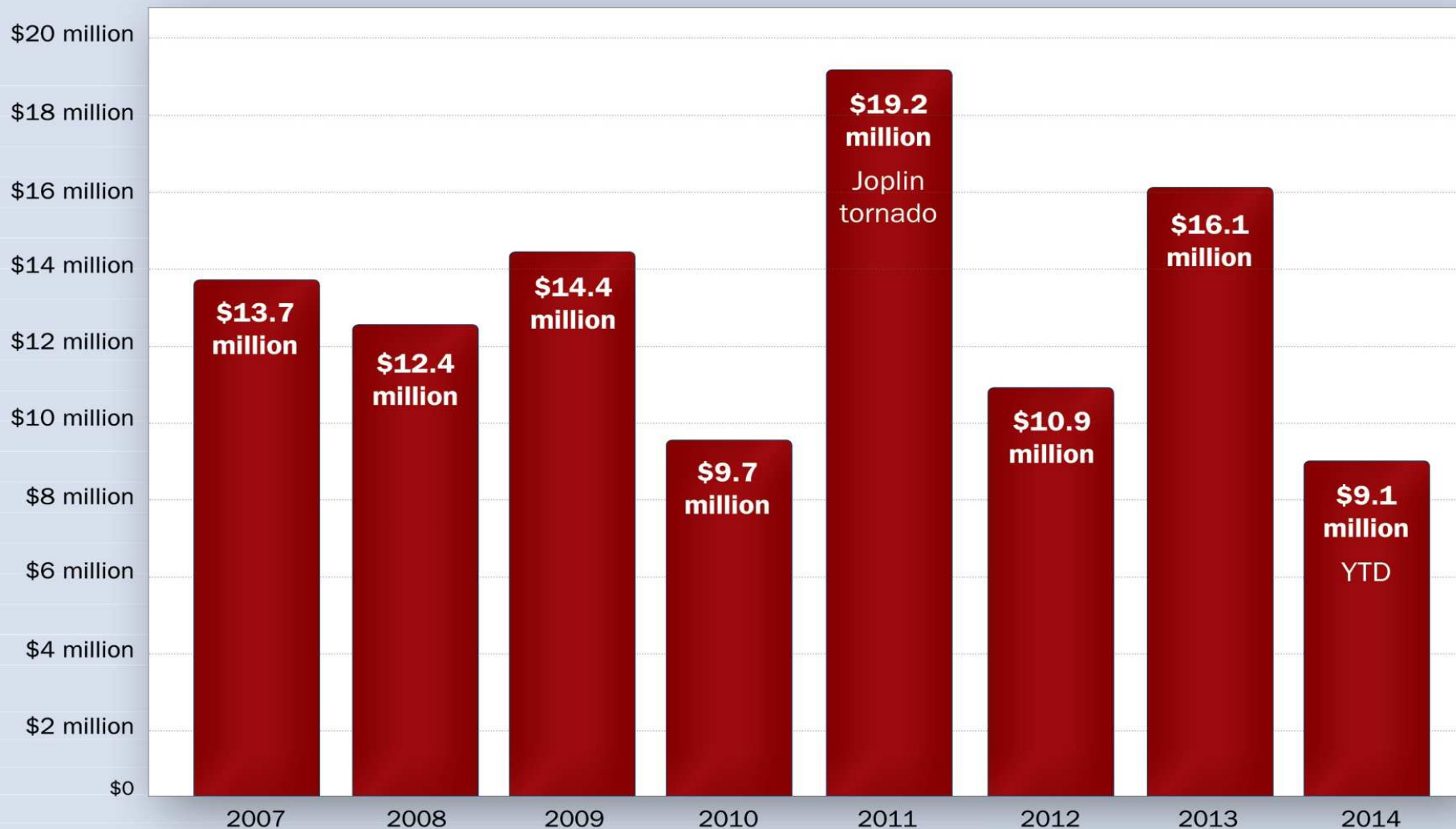


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# Consumer recoveries by year



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# Complaint Process

- Complaint forwarded to insurance company  
Response required within 20 days of mailing  
(20 CSR 100-4.100)
- Review company response for compliance with Missouri law and policy provisions
- Respond to consumer providing the company's response letter
- Health – assist with grievances and appeals
- When appropriate, refer to Market Conduct



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# 2014 Complaints – by Reason

- Denial of claim: 777
- Delays: 609
- Unsatisfactory settlement: 302
- Coverage question: 279
- Delays/no response: 261
- Premium notice/billing: 252



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# 2014 Complaints – by Line

- Accident and health: 1,213 (40%)
- Auto: 530 (18%)
- Homeowners: 363 (12%)
- Life and annuity: 347
- Fire, allied lines, commercial: 72
- Miscellaneous (includes Workers' Comp): 45
- Liability: 26



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# Complaint Verification

- Allows companies to verify complaint status
- Electronic, updated quarterly
- Company contact information updated regularly



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# Common Complaints – P&C

- Discounts & how they are applied to policy  
Claim-free      Multi-line      Accident forgiveness
- Deductibles and how they apply to each claim  
Regardless of cause of loss
- Underwriting due to loss frequency/history  
Regardless of payout
- No coverage during period of lapse



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# Consumer Disclosure

- At time of sale – agent
- At renewal – company & agent
- At time of claim adjustment - adjuster



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# Consumer Disclosure - P&C

- Commonly denied claims
- List of additional endorsements/benefits
- Replacement cost and how it functions
- Zero dollar payout claims and insurability
- Rate increases - breakdown



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# Rate Increase Breakdown

|                               |   |             |
|-------------------------------|---|-------------|
| Additional driver             | + | \$67        |
| Change of vehicle             | + | \$42        |
| 3% overall rate increase      | + | \$19        |
| Loss of good student discount | - | <u>\$35</u> |
| Total premium adjustment      | = | \$93        |



# Common Complaints – L&H

- Claim denial
- Claim delay
- Involuntary termination by plan
- Out-of-network benefits

Note: Insurance Company # and DIFP # on Company Correspondence



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# Consumer Disclosure – L&H

- Universal life policies
- Limited benefit health policies
- Rate increases



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# Health Complaints – External Review

- 20 CSR 100-5.020 grievance review procedures
- Internal appeals exhausted
- Resolves disputes that are medical in nature
- Referred to IRO for expert medical review and recommendation
- Visit website for more information and to view the regulation



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# Life Policy Locator

- Launched November 2011
- Consumer provides form and death certificate
- DIFP sends to all participating life insurers
- Life & annuity contracts
- If found: beneficiaries contacted
- \$176,441.26 recoveries to date
- 98 percent of market share participating



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# Questions?

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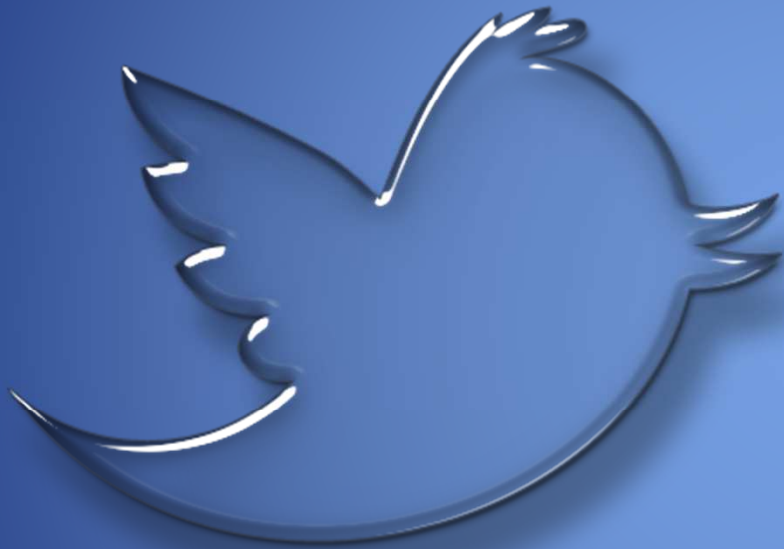


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# Get Social



**#MoReg2014**  
**@MoConsumerHQ**

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# Disclaimer

*The information provided in this presentation does not provide legal advice or interpretation and does not bind the Department in its enforcement of Missouri's insurance laws.*

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